



Center for Nonprofits



A Program of United Way of
Greater Chattanooga

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February 18, 2003

TN REGULATORY AUTHORITY
DOCKET ROOM

02-06784

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TN REGULATORY AUTHORITY
TELECOMMUNICATIONS DIVISION

Patsy Fulton
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243-0505

Dear Ms. Fulton,

As per our conversation in January, 2003, the delays that have interrupted our completion of the application process have been resolved. You have been tremendously helpful and patient with us as we have attempted to weave our way through a confusing maze

In the letter from Mr. Joe Werner dated July 29, 2002, there were several items that are requested from us. Attached are the requested items with corresponding responses.

Please feel free to contact me at (423) 265-0514 if there are any questions or additional necessary information for this process. Thank you for your assistance as we work toward better serving our community.

Sincerely yours,

Shawn Kurrelmer-Lee
Executive Director
United Way's Center for Nonprofits
406 Frazier Avenue
Chattanooga, TN 37405

Volunteer
Center



FIRST CALL
FOR HELP

GIFTS IN KIND



Responses for 2-1-1 Application

- a. **Overall financial fitness, both historical and future;** The United Way of Greater Chattanooga began as the Community Chest in 1922. Over the lifetime of the organization, it has been financially solvent. The enclosed audit statements from December 31, 2001 and 2000 are representative of this solvency. The current audit cycle will be concluded and a report made available to you in approximately 3-4 months. An endowment was established to offset the administrative costs and provides financial stability for the organization. It is expected that United Way of Greater Chattanooga will continue into the future similarly.
- b. **Overall ability (technical and otherwise), and willingness to provide the service on a permanent and continuous basis;** United Way's First Call For Help operates with telephone service from BellSouth. Our office has four incoming client lines, one TTY line, and one line designated for agency use only. The telephone system is equipped with StarQue that rotates calls among the Resource Managers and gives the waiting callers the option to hold or leave a message. United Way's First Call For Help uses ServicePoint, a web-based social service case management software with an I & R component to record and track service need and call volume. The ServicePoint database includes over 400 agencies and 900 programs that provide social and human services in the United Way of Greater Chattanooga's 16 county service area. Approximately 15 other social service agencies in the Chattanooga area are ServicePoint users and share data with one another. This sharing of information allows United Way's First Call For Help to be more efficient in its service to its clients and helps to prevent duplication of services community wide.
- c. **Ability and willingness to comply with any applicable Tennessee Regulatory Authority rules or policies;** The United Way of Greater Chattanooga has the ability and is willing to abide by TPSC rules and policies.
- d. **The rates, services and collection practices to be utilized by the service provider in providing N11 service;** There will be no charge for our services to the public.
- e. **The extent and duration of the applicant's service to the local community included in the N11 allocation;** United Way's First Call For Help has been providing information and referral services to the Chattanooga area for the past 20 years. It originated as the Community Info Line and the name was changed to be consistent with the trademark name controlled by the United Way of America for Information and Referral services. In July, 1999, United Way's First Call For Help became a part of the United Way's Center for Nonprofits. In 2002 United Way's First Call For Help received over 26,000 calls from our 16 county service area that includes parts of Tennessee, Georgia and Alabama. We are proposing to initially provide 2-1-1 service for 2 Tennessee counties, Hamilton and Rhea.
- f. **Anticipated future uses by the community of the proposed service; and the provider's overall experience in providing information to this**

community; With the designation of 2-1-1 United Way's First Call For Help will be able to expand their existing service to reach a broader client base for assistance with social service needs. United Way's First Call For Help also plans to work with the United Way's Volunteer Center to use 2-1-1 to assist in the recruitment and placement of volunteers for local nonprofits. Future plans also include the use of 2-1-1 as a clearinghouse for donations. The United Way is also working with Emergency Management agencies in the area to develop a plan to provide I & R services through 2-1-1 in the event of disaster.

- g. **The type of information service to be provided over N11 and its relative value to the public and local community.** United Way's First Call for Help provides information on social and human services in our community. Our Resource Managers help our clients find assistance with things such as utility payments, food vouchers, child care, support groups and many other needs. If the client is for some reason unable to access the help they need our staff will intervene on their behalf with other agencies to get the help they need. United Way's First Call for Help provides a valuable service for a broad range of people in our community. It helps nonprofit, faith-based and government agencies by screening clients and sending them to the appropriate place for the help they need and by preventing duplication of services by one or more agencies. This saves valuable time and resources of both the client and the agency. In addition, United Way's First Call For Help provides valuable clearing house activities for the entire community through the Christmas Clearance. This program insures that appropriate families are connected with groups and agencies that can provide gifts for the family members so that no one is left out and duplication is reduced.

- h. **All applicants must agree to abide by the terms, conditions and rates for N11 service which shall not exceed those set out in BellSouth's Tariff A13 on 211 dialing approved by the Commission.** The United Way of Greater Chattanooga agrees to abide by the terms, conditions and rate for N11 service which shall not exceed those set out in BellSouth's Tariff A13 on 211 dialing approved by the Commission.